**Attachment 5 - Form B Checklist**

| Checklist of Service Plan Requirements<br>Service | Fixed Route | On Demand | Response |
|---|---|---|---|
| Description of bus route(s), including turn-by-turn movements | Include | | |
| Description of service coverage area | | Include | |
| A list of proposed bus stops | Include | | |
| Description of service type (door-to-door or defined stop locations) | | Include | |
| Description of how bus stops will be identified | Include | Include | |
| Proposed scheduled trip departure and arrival times | Include | | |
| Description of operation type (origins and destinations) | | Include | |
| Description of the on-demand reservation system | | Include | |
| Percentage of accessible vehicles in proposed fleet | | Include | |
| List of holidays with corresponding proposed service levels | Include | Include | |
| Proposed fare levels | Include | Include | |
| Proposed fare collection and media | Include | Include | |
| Projected passenger load | Include | Include | |
| Description of any recent decrease in MBTA service levels | Include | Include | |
| Description of how complementary paratransit service will be provided | Include | | |
| Description of proposed service's timeline/implementation plan | Include | Include | |
| Explanation whether proposal is a new or existing service | Include | Include | |
| **Service Provider experience, capabilities, and qualifications** | | | |
| Introduction to the firm | Include | Include | |
| Description of prior experience: vehicle maintenance | Include | Include | |
| Description of prior experience: daily circle check | Include | Include | |
| Description of prior experience: body damage | Include | Include | |
| Description of prior experience: inside compartment | Include | Include | |
| Description of prior experience: heating and air conditioning | Include | Include | |
| Description of prior experience: clean air standards | Include | Include | |
| Description of prior experience: cleaning vehicles | Include | Include | |
| Description of prior experience: operator staffing and training requirements | Include | Include | |
| Description of prior experience: emergency procedures and accident reporting | Include | Include | |
| Description of prior experience: customer service | Include | Include | |
| Description of prior experience: record keeping, reporting, and data ownership | Include | Include | |
| Description of prior experience: references | Include | Include | |